

# Client Qualification

## General

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Company/Corporate Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

Number of locations \_\_\_\_\_  Franchise  Wholly-owned  LLC  S/C Corp

## Type of Business

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Catalog/Mail Order  Collections  Financial  Internet  Manufacturer  Medical  
 Professional  Retail  Telemarketing  Service  Wholesale  Other \_\_\_\_\_

If Telemarketing - % Inbound \_\_\_\_\_ % Outbound \_\_\_\_\_

## Collections Methods

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Billing Method:  Invoice  Cash  Credit Cards  Checks  Send Monthly Statement

How often? \_\_\_\_\_ Days Sales Outstanding? \_\_\_\_\_

Credit Cards accepted:  MC  VISA  DISC  AMEX  OTHER \_\_\_\_\_

Is the Client currently using a form of automated payments such as ACH?  Yes  No

If "Yes", what form?  Paper Draft  EFT (Electronic Funds Transfers)

Name of bank processing EFT \_\_\_\_\_

Transaction fee \$ \_\_\_\_\_ / trans Return fee charged by bank \$ \_\_\_\_\_ /trans

Current number of accounts on automated method \_\_\_\_\_

Average # of invoices/month \_\_\_\_\_ Average invoice amt.\$ \_\_\_\_\_

Does monthly invoice amount remain the same?  Yes  No

### **Billing cycles (describe):**

How do you bill? \_\_\_\_\_

Number of employees in Accounts Receivables? \_\_\_\_\_

Amount of time (per employee) spent on A/R? \_\_\_\_\_ On invoicing? \_\_\_\_\_

On processing returned payments? \_\_\_\_\_ On posting to A/R system? \_\_\_\_\_

On collections (letters, phone calls, reminder notices)? \_\_\_\_\_

Average hourly rate (per employee) \$ \_\_\_\_\_ /hr.

## Collections Methods (cont'd)

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Number of return items (NSF) each billing cycle? \_\_\_\_\_

How are they currently being collected?  Internally  Collection Agency  Not collected

Return fee charged to customer?  Yes  No *If Yes, what is the amount charged?* \_\_\_\_\_

## Cost Analysis

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Material Cost? \_\_\_\_\_ Postage? \_\_\_\_\_

### **Administrative Costs:**

(employee time spent on A/R (hours) x (hourly wage rate + 35% for benefits) = **Admin. Cost**

\_\_\_\_\_ x \_\_\_\_\_ = \$ \_\_\_\_\_

Admin. Cost / Ave. # of invoices = Per invoice Admin Cost

\_\_\_\_\_ / \_\_\_\_\_ = \$ \_\_\_\_\_

Hidden Overhead Costs? \_\_\_\_\_

Are you aware of how much it costs you to carry open invoices? Part of that "opportunity cost" is the interest you could be earning if your money was in the bank:  Yes  No

(Outstanding \$ amt. in A/R) x (# of days outstanding) x (APR) / 365 =

**Lost Interest/ Ave. # of invoices**

\_\_\_\_\_ x \_\_\_\_\_ x \_\_\_\_\_ / 365 =

\$ \_\_\_\_\_ / Ave. # of invoices = \$ \_\_\_\_\_ **Per Invoice**

**Cost per Invoice** (including Labor costs) \$ \_\_\_\_\_

## Computer System Capabilities

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What management software package are you using? \_\_\_\_\_  None

If not, how are you doing your bookkeeping and accounting? \_\_\_\_\_

Does your computer system have the ability to import and export data files?  Yes  No

If so, what file formats can your system work with?

Database files (.dbf)  Spreadsheet files (.wks, .xls)  ASCII Text files (.txt, \*.csv)  Other

\_\_\_\_\_

If not (or if you do not know), what is the tech-support number for your software manufacturer?

( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

May we contact them to see if a file transfer is possible?  Yes  No

## Products Of Interest

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ePay - Electronic Payment Processing (ACH)

iCheck Web enabled transactions  Virtual Terminal  Checks by Phone

VeriTrac & MatchTrac – Check Verification Services

eRecovery

Consolidated Returns

ARC - Accounts Receivables Conversion

**General Information**

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What are your business goals? \_\_\_\_\_  
\_\_\_\_\_

What is your biggest headache? What would you like to see eliminated? \_\_\_\_\_  
\_\_\_\_\_

What is the heart of your business? \_\_\_\_\_  
\_\_\_\_\_

Are there employees that can be reallocated to more productive tasks?  Yes  No

How is time most valuably spent? \_\_\_\_\_

Do you see a need for our service?  Yes  No

On a scale of 1 to 10 (10 being the highest), what would be your **commitment level** to an automated system for collecting your receivables? \_\_\_\_\_

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TIME FOR NEXT MEETING? \_\_\_\_\_

Affiliate Name \_\_\_\_\_ IC# \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

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